

## CSB Program Requirements Matrix

The following table references the section headings used for the Evaluation Criteria on the CSB Program Requirements Matrix document with the wording stated on the Section M document.

#	CSB Program Requirements Matrix Evaluation Criteria	Section M	Sub-factors
<b>Technical Excellence</b>			
1	Superior Customer Service	Provide prompt, responsive and accurate customer service	- Transition - Operations
2	Optimize Portfolio Management	Optimize Portfolio Management (increase default recovery and asset performance)	None identified at this time
3	Effective and Efficient Use of Resources	Use resources effectively and efficiently, maximizing the integration of data and systems, the adaptability and the flexibility of systems and processes and the variety of use of self-service methods, and leveraging current technology throughout the life of the contract (i.e. technology refreshment plan).	- Risk - Development - Integration - Continuous Improvement - Operations - Transition - Quality
<b>Business</b>			
4	Increase Small Business Participation	Small Business Participation: The offeror's proposal will be evaluated on the extent to which it utilizes small businesses to perform the work and contributes to Ed's small business participation goals.	None identified at this time
5	Structure of Incentives/Disincentives	The proposed performance measures and incentives/disincentives (including incentives inherent in the pricing structure) will be evaluated based on the extent to which: <ol style="list-style-type: none"> <li>1. The performance measures effectively monitor performance and reward quality performance and ensure continuous performance improvements.</li> <li>2. The contractor will bear the risk and cost of poor performance and commits to align its rewards and compensation to FSA's achievement of the objectives set forth in the SOO.</li> </ol>	- Rewards/Penalizes - Risk Assumption - Non-Performing Assets
6	Price	The offeror's cost/price proposal will be evaluated as follows: Award of this requirement will be based on best value. The proposed price/costs will be evaluated but not scored. The cost evaluation will determine whether the proposed costs are realistic, complete, and reasonable in relation to the solicitation requirements. Proposed costs must be entirely compatible with technical proposal. The Government reserves the right to make an award to other than the lowest priced offeror or to the offeror with the highest technical score if the Contracting Officer determines that to do so would result in the best value for the Government.	None identified at this time
<b>Past Performance</b>			
7	Past Performance	Each offeror's past performance will be evaluated to determine the Government's confidence in the offeror's probability of successfully performing as proposed.	None identified at this time

## CSB Program Requirements Matrix Key

#	Proposal Type	Proposal Instructions Section L	Statement of Objectives (SOO)	Evaluation Criteria Section M							Gaps and Other Comments
				Technical Excellence			Business			Past Perf.	
				Superior Customer Service	Optimize Portfolio Mgmt	Effective and Efficient Use of Resources	Increase Small Business Participation	Structure of Incentives/ Disincentives	Price		
#	Technical, Business, Past Performance or General Instructions	Provide reference to Section L contents	Provide reference to applicable SOO Section(s)	Identify if the section is applicable to the Superior Customer Service evaluation criteria and its evaluation factors: - Transition - Operations	Identify if the section is applicable to the Optimize Portfolio Management evaluation criteria	Identify if the section is applicable to the Effective and Efficient Use of Resources evaluation criteria and its evaluation factors: - Risk - Quality - Transition - Integration - Development - Operations - Continuous Improvement	Identify if the section is applicable to the Increase Participation of Small Business evaluation criteria	Identify if the section is applicable to the Structure of Incentives/ Disincentives evaluation criteria and its evaluation factors: - Rewards/ Penalizes - Risk Assumption - Non- Performing Assets	Identify if the section is applicable to the Price evaluation criteria	Identify if the section is applicabl e to the Past Perf. evaluatio n criteria	Provide any gaps and/or deficiencies identified.

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1	General Instructions	L.1 Order of Precedence (Solicitation)	No Evaluation Necessary								N/A
2	General Instructions	L.2 Type of Contract	Not Available for Review								N/A
3	General Instructions	L.3 General Instructions	No Evaluation Necessary								N/A
4	Technical	L.4 1. Introduction	Section 1.1.1 FSA’s Business Challenge  Section 1.1.2 FSA Integration Efforts  Section 1.2 Common Services for Borrowers (CSB) Initiative	- Transition - Operations	The introduction is a summary of the entire technical proposal	- Risk - Quality - Transition - Integration - Development - Operations - Continuous Improvement	N/A	N/A	N/A	N/A	N/A
5	Technical	L.4 2/3.SOW/WBS - Integrated Technical Environment	Section 1.3 Integrated Technical Environment	- Transition - Operations	N/A	- Transition - Integration - Development - Operations - Continuous Improvement	N/A	N/A	N/A	N/A	N/A

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6	Technical	L.4 2/3 SOW/WBS - Data Management	Section 2.2.1 Data Management	- Transition - Operations	Proper data handling, transfers, etc. will help increase asset performance and increase default recovery	- Risk - Quality - Transition - Integration - Operations - Continuous Improvement	N/A	N/A	N/A	N/A	N/A
7	Technical	L.4 2/3. SOW/WBS - Transaction Processing	Section 2.2.2 Transaction Processing	- Operations	Timely and accurate transaction processing will help increase asset performance	- Risk - Quality - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	N/A
8	Technical	L.4 2/3. SOW/WBS - Payment Processing	Section 2.2.3 Payment Processing	- Operations	Timely and accurate payment processing will help increase asset performance and increase default recovery	- Risk - Integration - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	N/A

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9	Technical	L.4 2/3. SOW/WBS - Fulfillment	Section 2.2.4 Fulfillment  Section 2.2.2 Transaction Processing	- Operations	Proper fulfillment processing and handling will help increase asset performance and increase default recovery	- Quality - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes	N/A	N/A	N/A
10	Technical	L.4 2/3. SOW/WBS - Document Management	Section 2.2.5 Document Management	N/A	N/A	- Risk - Quality - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	N/A
11	Technical	L.4 2/3. SOW/WBS - Recovery and Resolution	Section 2.2.6 Recovery and Resolution  Section 2.2.9 Delinquency Management	- Transition - Operations	Recovery and resolution of outstanding debts will increase default recovery and improve asset performance	- Risk - Quality - Integration - Transition - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	N/A	N/A	N/A

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12	Technical	L.4 2/3. SOW/WBS - Customer Relationship Management (CRM)/ Customer Interaction	Section 2.2.7 Customer Relationship Management (CRM)/ Customer Interaction	- Operations	Customer Interaction tools and well-trained CSRs will increase default recovery and improve asset performance	- Risk - Quality - Integration - Transition - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	N/A
13	Technical	L.4 2/3. SOW/WBS - Performance Management	Section 2.2.8 Performance Management	- Operations	A well-managed contract that supports business outcomes, operational metrics, and quality management will increase default recovery and improve asset performance	- Risk - Quality - Integration - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	N/A	N/A	N/A
14	Technical	L.4 2/3. SOW/WBS - Delinquency Management	Section 2.2.9 Delinquency Management  Section 2.2.6 Recovery and Resolution	N/A	Delinquency Management is a linchpin to a profitable asset portfolio	- Risk - Quality - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	N/A	N/A	N/A

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15	Technical	L.4 2/3. SOW/WBS - Program Management	Section 2.2.10 Program Management	N/A	N/A	- Integration - Operations	N/A	- Rewards/ Penalizes - Non-Performing Assets	N/A	N/A	N/A
16	Technical	L.4 2/3. SOW/WBS - Hosting	Section 2.3.1 Hosting	N/A	N/A	- Transition - Operations - Continuous Improvement	N/A	- Risk Assumption	N/A	N/A	N/A
17	Technical	L.4 2/3. SOW/WBS - Application and System Software Maintenance	Section 2.3.2 Application and System Software Maintenance	N/A	N/A	- Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes	N/A	N/A	N/A
18	Technical	L.4 2/3. SOW/WBS - Security	Section 2.3.3 Security	- Operations	N/A	- Risk - Quality - Integration - Operations - Continuous Improvement	N/A	- Risk Assumption	N/A	N/A	N/A
19	Technical	L.4 2/3. SOW/WBS - Quality Assurance (QA)	Section 2.3.4 Quality Assurance (QA)  Section 2.2.8 Performance Management	- Operations	Quality processes, procedures, data, and technology will improve asset performance	- Quality - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	N/A

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20	Technical	L.4 2/3. SOW/WBS - Training	Section 2.3.5 Training	- Transition - Operations	Well-trained CSRs and informed PCA staff will increase default recovery and improve asset performance	- Quality - Transition - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes	N/A	N/A	N/A
21	Technical	L.4 2/3. SOW/WBS -Documentation	Section 2.3.6 Documentation	N/A	N/A	- Quality - Transition - Integration - Operations	N/A	N/A	N/A	N/A	N/A
22	Technical	L.4 2/3. SOW/WBS - Transition	Section 2.3.7 Transition	- Transition - Operations	N/A	- Transition - Integration - Operations	N/A	- Risk Assumption	N/A	N/A	N/A
23	Technical	L.4 4. Performance Measures and Quality Control Standards	Section 2.2.8 Performance Management  Section 2.3.4 Quality Assurance (QA)	- Operations	Encouraging specific performance standards will increase default recovery and improve asset performance	- Risk - Quality - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	N/A	N/A	N/A



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				Technical Excellence			Business			Past Perf.	
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24	Technical	L.4 5. Management, Staffing, and Scheduling	Section 2.3.5 Training  Section 2.3.7 Transition  Section 2.2.8 Performance Management  Section 1.2 Common Services for Borrowers (CSB) Initiative	- Operations	N/A	- Integration - Transition - Operations	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	The evaluation criteria “Increase Participation of Small Business” could also map to this part of the proposal with small changes to Section L.
25	Technical	L.4 6. Qualifications and Availability of Project Personnel	Section 2.3.5 Training  Section 2.3.7 Transition  Section 1.2 Common Services for Borrowers (CSB) Initiative	- Operations	N/A	- Quality - Integration - Transition - Operations	N/A	- Rewards/ Penalizes	N/A	N/A	N/A

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26	Technical	L.4 7. Organizational Experience	Section 2.3.4 Quality Assurance (QA)  Section 2.3.5 Training  Section 2.2.8 Performance Management  Section 1.2 Common Services for Borrowers (CSB) Initiative	N/A	N/A	- Risk - Quality - Integration - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption	N/A	N/A	The evaluation criteria “Increase Participation of Small Business” could also map to this part of the proposal with small changes to Section L.
27	Business	L.5 A. Standard Form 33 “Solicitation, Offer, and Award”	Standard Form. No Evaluation Necessary								N/A
28	Business	L.5.B Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data, Alternate IV from FAR 52.215-20	N/A	N/A	N/A	N/A	N/A	N/A	All pricing and relevant information will be evaluated under this factor	N/A	Duplicated in General Instructions (Line 46)

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29	Business	L.5 C. Property and Equipment	Section 2.3.1 Hosting  Section 2.3.3 Security	N/A	N/A	N/A	N/A	N/A	All pricing and relevant information will be evaluated under this factor	N/A	N/A
30	Business	L.5 D. Other Administrative Details	No Evaluation Necessary								N/A
31	Business	L.5 E.1 Statement to Establish Offeror’s Financial Capability	Section 2.2.8 Performance Management	N/A	N/A	- Risk - Quality	N/A	- Rewards/ Penalizes	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	N/A
32	Business	L.5 E.2 Statement to Establish Offeror’s Capability to Meet Delivery or Performance Schedules	Section 2.2.8 Performance Management  Section 2.3.4 Quality Assurance	N/A	N/A	- Risk - Quality - Transition - Development - Operations	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	N/A

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33	Business	L.5 E.3 Statement of Offeror’s Record of Past Performance	Section 2.2.8 Performance Management	- Transition - Operations	A strong record of past performance in collection activities will increase default recovery and improve asset performance	- Risk - Quality - Transition - Integration - Development - Operations - Continuous Improvement	N/A	N/A	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	Appears redundant since Past Perf. will be submitted separately
34	Business	L.5 E.4 Statement of Offeror’s Record of Business Integrity	Section 2.2.8 Performance Management  Section 2.3.3 Security  Section 2.3.4 Quality Assurance	- Transition - Operations	N/A	- Risk - Quality - Transition - Integration - Development - Operations - Continuous Improvement	N/A	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	Appears redundant since Past Perf. will be submitted separately
35	Business	L.5 E.5 Statement of Offeror’s Necessary Organizational Experience, Technical Skills, or the Ability to Obtain Them	Section 2.2.8 Performance Management	- Transition - Operations	A strong record of skills and past experience in collection activities will increase default recovery and improve asset performance	- Risk - Quality - Transition - Integration - Development - Operations - Continuous Improvement	N/A	N/A	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	Appears redundant since Past Perf. will be submitted separately

Source Selection Information -- See FAR 2.101 and FAR 3.104

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				Technical Excellence			Business			Past Perf.	
				Superior Customer Service	Optimize Portfolio Mgmt	Effective and Efficient Use of Resources	Increase Small Business Participation	Structure of Incentives/ Disincentives	Price		
36	Business	L.5 E.6 Statement of Offeror’s Possession of Necessary Facilities, or the Ability to Obtain Them	Section 2.3.1 Hosting  Section 2.2.7.2 Call Center (CSR)  Section 2.3.3 Security	N/A	N/A	- Operations	N/A	N/A	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	N/A
37	Business	L.5 E.7 Statement of Offeror’s Compliance with Subcontractor Requirements	Section 2.2.8 Performance Management  Section 2.3.5 Training	N/A	N/A	- Risk - Quality - Integration - Operations	A statement of compliance with subcontractor requirements should include information addressing the Department’s small business participation goals	- Rewards/ Penalizes - Risk Assumption	All pricing and relevant information will be evaluated under this factor	All past perf. will be evaluated under this factor	What are sub-contract requirements other than small business participation? If so, is this redundant?
38	Business	L.5 E.8 Other Special Considerations	N/A	This factor may apply	This factor may apply	This factor may apply	This factor may apply	This factor may apply	This factor may apply	This factor may apply	N/A

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39	Business	L.6 Price Proposal	Section 1.2 Common Services for Borrowers (CSB) Initiative  Section 2.3.2 Application and System Software Maintenance	N/A	N/A	N/A	Pricing information should include information addressing the Department’s small business participation goals and the businesses used to support those goals	- Rewards/ Penalizes - Risk Assumption - Non-Performing Assets	All pricing and relevant information will be evaluated under this factor	N/A	N/A
40	Business	L.6 Small Business Participation	N/A	N/A	N/A	- Risk - Quality - Operations - Continuous Improvement	The business proposal should include information addressing the Department’s small business participation goals and the businesses used to support those goals	- Rewards/ Penalizes - Risk Assumption	All pricing and relevant information will be evaluated under this factor	N/A	This has been stated as a goal for CSB, but is not mentioned in the SOO.
41	General Instructions	L.7 Forms Clearance Process	No Evaluation Necessary								N/A

Source Selection Information -- See FAR 2.101 and FAR 3.104

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42	General Instructions	L.8 Clarification Questions	No Evaluation Necessary								N/A
43	General Instructions	L.9 Provision for Evaluation Factor Amendments	No Evaluation Necessary								N/A
44	General Instructions	L.10 Comments on Small Business Regulatory Enforcement	No Evaluation Necessary								N/A
45	Past Performance	L.11 Past Performance Report	N/A	N/A	N/A	N/A	N/A	N/A	N/A	All past perf. will be evaluated under this factor	N/A
46	General Instructions	L.12 Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data, Alternate IV from FAR 52.215-20	N/A	N/A	N/A	N/A	N/A	N/A	All pricing and relevant information will be evaluated under this factor	N/A	Duplicated in Business Proposal (Line 28)  Mike J. Murray tasked with reviewing L.12 and L.6 to determine best way to present necessary information

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47	General Instructions	L.14 Preaward On-Site Equal Opportunity Compliance Evaluation	No Evaluation Necessary							N/A	
48	General Instructions	L.15 Availability of Funds	Section 1.2 Common Services for Borrowers (CSB) Initiative	No Evaluation Necessary						N/A	
49	General Instructions	L.16 Submission of Electronic Funds Transfer Information	No Evaluation Necessary							N/A	
50	General Instructions	L.17 Service of Protest	No Evaluation Necessary							N/A	